



# Newcastle Coal

INFRASTRUCTURE GROUP

COAL EXPORT TERMINAL  
KOORAGANG ISLAND, NEW SOUTH WALES

COMMUNITY  
NEWSLETTER

EDITION 2  
2020



## CEO Message

It continues to be an unprecedented time as we all face the ongoing risk of COVID-19 in our community. 2020 will forever be etched in our memories for how the virus has impacted every aspect of our lives, and while my heart goes out to anyone who has first-hand experience with this awful illness, I will not only look back on it as a time of sadness and uncertainty, but a time when I was proudest of the team we have at NCIG.

During tight COVID restrictions and with a large proportion of our workforce working from home, we were able to perform in such a way that we were still able to work collaboratively and maintain optimal production outcomes. In fact, in the midst of lockdown, NCIG achieved a new company record for the largest inbound tonnes (unloaded from trains) in a 24-hour period, highest throughput in a month (June 2020) and the most tonnes exported in a financial year (FY20). This is a truly outstanding effort by our people, considering the challenges they were facing at the time.

As reported in our last newsletter, due to COVID-19, NCIG changed our March Community Support Funding process. Rather than running an expressions of interest campaign, we reached out to our existing community partners to see who were at the coalface of COVID-19 in our community and how we could help them. We committed \$145,000 to 12 charities to continue their vital support services, even providing one women's refuge with hand sanitiser and face masks because it was their immediate need.

A number of key projects continued to be delivered throughout the year including an improved dust management system, water infrastructure upgrades, the final stages of our Dump Station automation project and the creation of a new Logistics Management System. These projects will enable us to work even more efficiently while minimising our impact on the environment.

NCIG also received approval of our Modification to increase our operating capacity from 66 to 79 million tonnes per year. We are very grateful for the support we received from local community and industry. This increase in approved capacity will ensure we can continue to meet the requirements of our customers for many years to come.

This year we had planned to celebrate our Ten Year Anniversary at our Community Open Day and with a staff celebration day, planned for October. Sadly neither of these events will take place, but we continue to celebrate our 10th year of operations internally with lots of fun activities and surprises for our staff. We hope that we can schedule an open day in 2021 so we can welcome you all to our site. We would love to see you here.

Thank you for taking the time to read our newsletter. If you have any questions, please don't hesitate to reach out via our website or through our enquiries hotline.

Aaron Johansen | CEO



## Protecting the Green & Golden Bell Frog

Newcastle Coal Infrastructure Group (NCIG) is committed to managing our operations to ensure we have the lowest possible impact on the local environment.

Now celebrating our 10th year of operations, we have dedicated time and resources to protecting the environment in which we operate from the very beginning, even when first planning our site.

The NCIG Compensatory Habitat and Ecological Monitoring Program (CHEMP) was developed to offset impacts to local ecology, including the endangered Green and Golden Bell Frog.

One of the main objectives of the program was to develop new permanent residence and breeding habitat for this endangered species on Ash Island in the Hunter Estuary.

Construction of the habitat included over three hectares of new aquatic habitat for the Green and Golden Bell Frog spread across a 78 hectare landscape precinct, including allowance for movement, foraging and over-wintering habitat.

To date, NCIG has funded four separate PhD and Post-doctorate studies, specifically on the Green and Golden Bell Frog. The University of Newcastle PHD students monitor and survey the habitat, and report back to us on the wellbeing of this endangered species, along with its breeding patterns. This information allows NCIG to undertake ameliorative works to ensure the habitat is ideally suited to the species.

The results have been very encouraging to say the least! This is the fifth year in a row that there has been a breeding event at the Compensatory Habitat and the population of the Green and Golden Bell Frog remains viable and healthy.

We also continue to successfully coexist with the Green and Golden Bell Frog on our operating site. After a prolonged period of dry weather throughout 2019, heavy rainfall in early 2020 was the catalyst for a significant frog breeding event. Frogs were encountered across the NCIG site during this period, but particularly in the rail area due to the proximity of a number of waterbodies suited to breeding. Over the season, nearly 500 Green and Golden Bell Frogs (together with almost 500 frogs of other species) were moved from our Dump Station to adjacent ponds to ensure that no harm came to each frog. It's a great sign that this endangered species continues to populate our terminal and surrounding areas for many years to come.



## Financial Year Throughput Records

The past 12 months have certainly been far from normal for all businesses operating in the Hunter Region. From drought, water restrictions, bushfires, and now a global pandemic, business operations have been difficult to say the least.

NCIG is delighted to report that even during these challenging times, with tighter controls and restrictions in place to protect the health and safety of our people on site, we have achieved a record throughput performance of 54.5 MT in the FY20 financial year. This was topped off with a monthly throughput record in June.

It is a credit to our employees that we have been able to achieve these results during this time, with 594 vessels loaded and 7,028 trains unloaded during the FY20 period.

Significant effort was placed upon our customer focus, and smart asset maintenance planning was undertaken to achieve these results.

During June, we also completed a number of other major projects including the final stages of our Dump Station Automation project, the finalisation of a new Logistics Management System and the completion of our wharf basin modifications, to improve water quality around the site.

All these achievements were made more significant because of the conditions in which they were achieved; weather restrictions, social distancing restrictions, staff working remotely where possible, and several external operational delays.

It was a great collaborative effort by our Operations team, Logistics team and all other departments within NCIG working together to achieve these outstanding results, all while operating under COVID-19 restrictions.



## Since our last newsletter in May...



**3,434**  
TRAINS UNLOADED

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**259**  
VESSELS LOADED

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**12**  
LOCAL COMMUNITY PROJECTS  
OR PROGRAMS SUPPORTED

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**ZERO**  
LOST TIME INJURIES RECORDED

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**44,250**  
EQUIVALENT SOFT PLASTIC PIECES  
DIVERTED FROM LANDFILL VIA  
ONSITE SOFT PLASTIC RECYCLING

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**55**  
GREEN & GOLDEN BELL  
FROGS SAFELY RELOCATED  
TO NEARBY PONDS



## Improving water quality on site

Over the past few months, our Projects team have been working on a modification of one of our process water basins at the Wharf to improve water quality at NCIG.

The current wharf water management system involves the capture of process water and rainwater run-off from the stormwater system into two settling basins, WF01 and WF02. Once settled, the sediment is then regularly removed by an onsite contractor to decrease sediment load in the main site settling ponds. Previous studies have found that during periods of heavy rainfall, approximately 70% of total sediment transported during these events originates from the wharf. This is then a logical location to focus improvement works. An investigation identified two issues:

- The settling ponds have not been designed to be easily cleaned, so cleaning these ponds is an expensive exercise; and
- In significant rain events there is a greater risk that the accumulated coal fines within the settling ponds are re-entrained into the water streams and taken to our larger settling ponds.

The new project is designed to improve the separation of process water and cleaner stormwater at our wharf settling basins. This project will allow clean stormwater to be pumped over to our settling ponds and reduce the amount of process water pumped over during rainfall events. This new modification project comes off the back of several projects we undertook last year to redirect clean stormwater.

### **The scope of work involved:**

- Construction of an additional concrete dividing wall;
- Sealing of cross flow holes in the existing dividing wall;
- Core drilling existing concrete wall between stormwater chamber and pump well and install flange and pipe assemblies;
- Cutting openings between the stormwater chamber and pump well;
- Supply of fasteners and installation of Penstock Gate Valve.

We continue to look for ways to improve our water quality on site with the aim of improving the quality of water entering our settling ponds and ensure minimal impact on the surrounding environment during extended wet weather events.



## Helping those most in need

The impacts of COVID-19 have been far reaching in our community. We believe now more than ever it's essential to support those most in need as we all face the social and economic challenges of this global pandemic.

For this reason, we announced a change to our first round of Community Support Funding for 2020, redirecting our focus to support existing community partners who provide essential social services in our community, which are being impacted by the COVID-19 crisis. These organisations were seeing the demand on their services increase exponentially during these difficult times.

We are pleased to say that we also increased our level of investment, donating \$145,000 to 12 amazing community groups and organisations who provide social welfare programs such as mental health services and the supply of essential supplies to the vulnerable and disadvantaged.

Many of these community groups had also seen their fundraising activities cancelled for an indefinite period, thereby having no form of income when their services are most needed.

Recipients of the funding include:

- Soul Café
- Newcastle Meals on Wheels
- Zara's House
- Lifeline
- Jenny's Place
- Got Your Back Sista
- Hunter Region Botanic Gardens
- Fern Bay & Stockton Public School
- Seafarers
- Hunter Women's Centre
- Variety

Our mission is to do what we can to support our community partners during these challenging times, so that when COVID-19 has subsided, our community comes through stronger than ever.

We will be sharing stories and photos on each of these community groups on our Facebook page and website in the coming weeks.



## Modification Approved

Earlier this year, NCIG submitted an application to the NSW Department of Planning, Industry and Environment (DPIE) with the primary focus to increase our approved operating capacity from 66 to 79 million tonnes per year.

Continuous improvement projects had been implemented over the past four years which increased the efficiency of our plant, therefore this increase was proposed to ensure our approved capacity matched the plant capability.

With DPIE, NCIG instigated a process which assessed the environmental aspects of this process and then made this information public for comment. This assessment found that, as a result of current environmental systems and improvements, an increase in terminal throughput could be implemented without any incremental impact on the local environment.

Overwhelmingly positive support was received from the local community and industry, with 85 supporting and 15 opposing submissions received. This process culminated with NCIG receiving approval in late August, to enable operation of the terminal at the augmented capacity. We will not be looking to fully realise our increased capacity immediately, rather this allows us to continue to respond to the requirements of our customers for many years to come.

### Did you know?

Our people are always available to speak with our community. We would encourage you to get in contact should you have any questions regarding operations at NCIG.

### ENQUIRIES REPORTING

24hr hotline: 1800 016 304 E: [enquiries@ncig.com.au](mailto:enquiries@ncig.com.au)

P: Locked Bag 6003, Hunter Region Mail Centre NSW 2310